



Public Service Commission of the District of Columbia
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Washington, D.C. 20005
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JUN 29 2005

Federal Communications Commission
Office of Secretary

June 28, 2005

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Room TW-B204
Washington, DC 20554

Dana Jackson
Federal Communications Commission
Consumer & Governmental Affairs Bureau
445 12th Street, SW
Room CY-C417
Washington DC 20554
Dana.Jackson@fcc.gov

**RE: TRS Consumer Complaint Log Summaries for June 1, 2004 through May 31, 2005,
CG Docket No. 03-123**

Dear Ms. Dortch and Ms. Jackson:

The Public Service Commission of the District of Columbia respectfully submits the enclosed log of complaints alleging violations of federal minimum standards as it relates to the provisioning of Telecommunications Relay Service. Hamilton Relay, with corporate offices located at 1001 12th Street, Aurora, NE 68818, is under contract with the Public Service Commission of the District of Columbia to provide Telecommunications Relay Service.

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List ABCDE

Hamilton tracks all complaints and all other customer service activity for the District of Columbia with regard to TRS. The District of Columbia's complaint summary is associated with the following database categories:

- Miscellaneous External Complaints
- No Notice of How to Complain to FCC
- CA Accuracy/Spelling/Verbatim
- CA Gave Wrong Information
- CA Did Not Keep User Informed
- CA Misdialed Number
- CA Typing Speed
- CA Typing
- Fraudulent/Harassment Call
- Confidentiality Breach
- CA Didn't Follow Policy/Procedure
- Caller ID Not Working Properly
- Improperly Handled ASL or Related Culture Issues
- Improper Use of Call Release
- Speech to Speech Call Handling Problems
- Improper Use of Speed Dialing
- Improper Handling of Three Way Calling
- Replaced CA Improperly in Middle of Call
- Improper Use of Customer Data
- Spanish to Spanish Call Handling Problems
- Ringing/No Answer
- Connect Time (TTY-Voice)
- CA Hung Up on Caller
- Miscellaneous Service Complaints
- Poor Vocal Clarity/Enunciation
- Didn't Follow Voice Mail/Recording Procedure
- Didn't Follow Emergency Call Handling Procedure
- VCO Break-Down
- Carrier of Choice not Available/Other Equal Access
- Relay Not Available 24 Hours a Day
- Line Disconnected
- Busy Signal/Blockage
- ASCII/Baudot Break-down
- HCO Break-Down
- Miscellaneous Technical Complaints
- 711 Problems
- STS Break-Down

Hamilton processes any complaint that originates via e-mail, fax, telephone, regular mail, outreach events, at the workstation, etc. Hamilton normally provides a resolution to any complaint within 72 hours. The complaints enclosed have been resolved, with the exception of several equal access complaints in which the carrier involved is still working to become a carrier through relay.

In the Miscellaneous External and Fraudulent/Harassment Call categories, there are several complaints that we believe to be associated with fraudulent activity over Internet Relay. In some cases, it is not clear if the calls that generated these complaints came through the relay centers that process D.C. relay calls. However, the District of Columbia wanted the FCC to have this information. Hamilton continues to implement protocols specifically designed to prevent calls originating from an international IP address from accessing the relay.

Please feel free to contact Sebrina M. Greene at 202-626-5140 or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,

A handwritten signature in black ink, appearing to read "Freda A. James", with a long horizontal flourish extending to the right.

Freda A. James
Acting Commission Secretary

cc: F.C. No. 988 Service List

District of Columbia Relay Complaint Report

6/1/04 to 5/31/05

Service Complaints--CA Typing

Inquire Date 9/24/04

Record ID 8473

Call Taken By Supervisor

CA Number 1251

Responded By Derek

Response Date 9/24/04

Resolution 9/24/04

Customer stated that two calls were placed with the same CA. The first call was fine; however, on the second call the CA's typing was garbled and the customer had to ask the CA to repeat much of the information.

Supervisor apologized to the customer and assured her that the CA would be counseled. Supervisor gave the customer some suggestions to eliviate garbled text. Customer was satisfied. CA was counseled on proper call procedures. The CA's last typing test indicated scores of 75 WPM with 95% accuracy.

Service Complaints--CA Typing

Inquire Date 5/20/05

Record ID 8816

Call Taken By Supervisor

CA Number 1144F

Responded By Erin

Response Date 5/20/05

Resolution 5/20/05

Customer stated that the CA's typing was slow and that the CA was waiting too long to slow the voice customer down. A Supervisor was requested at the workstation during the call.

Supervisor apologized to the customer and stated that the CA would be counseled. The customer was satisfied. The CA was counseled on the proper call procedures and proper language for slowing the voice party. The CA's last typing test indicated scores of 65 wpm with 92% accuracy.

Service Complaints-- Miscellaneous

Inquire Date 6/3/04

Record ID 8269

Call Taken By Supervisor

CA Number 1245

Responded By Karen

Response Date 6/2/04

Resolution 6/3/04

Customer reported that the CA took too long to process his call. He also indicated that relay does not take his complaints seriously.

Supervisor apologized to the customer and informed him that we take all complaints very seriously and that we would document this complaint. CA was counseled to ensure that all procedures were followed. Customer indicated that he did not need a return call, then hung up.

DOCKET NO. 03-123

Attachment A

DOCUMENT OFF-LINE

This page has been substituted for one of the following:

- o This document is confidential (**NOT FOR PUBLIC INSPECTION**)
- o An oversize page or document (such as a map) which was too large to be scanned into the ECFS system.
- o Microfilm, microform, certain photographs or videotape.
- o Other materials which, for one reason or another, could not be scanned into the ECFS system.

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